

## PROGRAM OFFICES FREQUENTLY ASKED QUESTIONS

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**How do I log into the site?** Click on the link: <http://www.csr.nih.gov/PONotificationPO/Login.aspx>. When prompted, add your NIH user name and Windows password.

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**What do I do if I cannot login?** If you get an error message when trying to access the site, please submit an email to: [CSRWEB@csr.nih.gov](mailto:CSRWEB@csr.nih.gov). CSR downloads the names of all users with IMPAC Program module access three times a year (early January, May and September). If your name was added to the list of users of IMPAC Program Module after the user database was updated, then your name was not included. Once CSR receives your email notifying us that you could not login, your name will be added to the list of users and you should experience no problem viewing this site.

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**How do I find the status of the discussions of the applications for a meeting?** After you log into the site, find the acronym or the name of the meeting and click on it. The application discussion status screen will open and allow you to check the status of the discussions.

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**How do I identify if an application is being discussed?** Applications under discussions will have a check in the box designated as "IP" under Status.

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**How do I identify if an application's discussion was completed?** Applications in which the discussion was completed will have a check in the box designated as "C" under Status.

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**How do I find which application was not discussed at the meeting?** The Real Time Meeting Status site displays the status of the discussions and not the outcome of the discussions. Thus, it does not display information identifying which application is discussed or not discussed.

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**How do I find if a meeting is on break?** The status of the progress of a meeting is shown in the list of meetings in the meeting status column. It is also shown in the center of the application discussion status screen. Meeting status is shown as "In Progress", "Will Resume + date and time it will resume" (displayed when meeting is on break), and "Ended."

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**How do I find messages sent by the SRO?** Occasionally SROs send messages to all program officers to announce changes in the order of the review, deferrals etc. These messages can be found by opening the message box available in the center of the application discussion status screen.

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**How do I know when the data displayed in the discussion screen was last refreshed?** The application discussion status screen displays the last time the data was refreshed on the top right hand side of the screen.

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**How do I refresh the site manually?** A button is available in the center of the application discussion status screen allowing manual refresh of the data displayed on the site by clicking on it.

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**How many meetings can I follow using this site?** Multiple meetings can be followed simultaneously. Program officers can navigate back and forth between different meetings by selecting these meetings in the list of meeting screen.

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**I am a program officer at CDC, how do I login into the site?** The site (as currently designed) is only available to NIH program officers. Program officers from other DHHS organizations can follow the review of the application by listening to reviews as instructed by the SROs.

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**How do I report a problem when using the site?** Problems should be reported to [csrweb@csr.nih.gov](mailto:csrweb@csr.nih.gov). Include your name and a description of the problem(s) you encountered.

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**How do I suggest an enhancement to site?** Suggestions to improve the site should be sent to [boundst@csr.nih.gov](mailto:boundst@csr.nih.gov).

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